



# **CIVILIAN PERSONNEL CAREER MANAGEMENT**

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## **ARMY CIVILIAN TRAINING, EDUCATION, AND DEVELOPMENT SYSTEM (ACTEDS) PLAN**

OCCUPATIONAL SERIES GS-0683  
CAREER FIELD 53

# **Dental Laboratory Technician**

## **ACTEDS PLAN**

**DEFINING THE FUTURE OF ARMY DENTISTRY**

# ARMY CIVILIAN TRAINING, EDUCATION, AND DEVELOPMENT SYSTEM PLAN

## DENTAL LABORATORY TECHNICIAN OCCUPATIONAL SERIES GS-0683 Career Field 53

### Summary.

a. This document describes the Army Civilian Training, Education, and Development System (ACTEDS) Plan for the Dental Laboratory Technician series. It includes a listing of the objectives, structure, career paths, training, education, and developmental opportunities that enhance the employee's capability to perform and advance within the Army Medical Department (AMEDD) Dental Laboratory Technician community.

b. Nothing in this Plan should be construed to obligate any Department of the Army (DA) activity to select or fund the training of any individuals covered by this Plan; such training is always accomplished subject to budgetary and mission requirements.

**Interim Changes.** Interim changes will be distributed as required to update information contained in this document.

**Suggested Improvements.** The proponent agency for this document is the United States (U.S.) Army Medical Department Center and School (AMEDDC&S). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, AMEDDC&S, AMEDD Personnel Proponent Directorate, ATTN: MCCS-DC, 1400 East Grayson Street, STE 213, Fort Sam Houston, TX 78234-5052.

**Distribution.** Primary access to this Plan is via the Internet at:  
[http://cpol.army.mil/library/train/acteds/CF\\_53/](http://cpol.army.mil/library/train/acteds/CF_53/) or <http://appd.amedd.army.mil/acteds.htm>.

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# ARMY CIVILIAN TRAINING, EDUCATION, AND DEVELOPMENT SYSTEM PLAN

## DENTAL LABORATORY TECHNICIAN OCCUPATIONAL SERIES GS-0683 Career Field 53

### 1. Introduction.

a. ACTEDS is a DA system that provides a progressive and sequential framework for developing the technical and leadership skills required of the U.S. Army's civilian workforce in the Dental Laboratory Technician community. It mirrors what the Army does to guide military personnel throughout their careers. This ACTEDS Plan for Dental Laboratory Technicians provides employees and management with a guide to assist in career enhancement and progression. Training and development planning is essential in developing and enhancing the employee's knowledge, skills, and abilities (KSAs). This Plan, if followed, will provide Dental Laboratory Technicians the avenue to become more proficient in their field, benefiting the Army, the local military organization, and the employee.

b. This Plan is in no way linked to upgrading individual position descriptions. Employees must still meet qualification requirements identified in Office of Personnel Management (OPM) qualification standards. The qualification standards are available at the OPM website: <http://www.opm.gov/>.

### 2. Objectives.

a. Provide continuous broad-based training and development throughout an individual's employment.

b. Provide and document an individual's training and practical experience to ensure competence in the various aspects of the position.

c. Aid in the recruitment and retention of quality personnel by outlining the training and career advancement opportunities offered.

**3. Coverage.** This Plan applies to all DA civilian employees working in the Dental Laboratory Technician field, regardless of the level at which they were hired and the organization or agency to which they are assigned or attached.

### 4. Career Field Information.

a. Dental Laboratory Technicians fill dentist's prescriptions for a variety of dental appliances. The National Board for Certification in Dental Laboratory Technology offers certification in five specialty areas of dental laboratory technology: Complete dentures, partial dentures, crown and bridge, ceramics, and orthodontics. Other specialties include: Maxillofacial, implants, and sleep apnea.

b. There are over 100 Dental Laboratory Technicians in the U.S. Army Medical Command (MEDCOM). The positions are located in Dental Clinics, Dental Activities (DENTACs), and Dental Laboratories throughout the world.

**5. Responsibilities.** Development, coordination, management, and implementation of this ACTEDS Plan are the shared responsibility of the proponent, the proponent agency, the Functional Chief (FC), and the Functional Chief Representative (FCR). The proponent for this series, and all occupational series in Career Field 53, is The Surgeon General (TSG) of the U.S. Army. The proponent agency is the AMEDDC&S, AMEDD Personnel Proponent Directorate (APPD). The FC is the Chief of the Dental Corps. The FC will designate a senior official holding a top-level position in the Dental Command to be the FCR for all dental specialties (Dental Officer, Dental Assistant, Dental Hygienist, and Dental Laboratory Technician). In turn, the FCR will designate individuals within the Dental Laboratory Technician community to serve as subject-matter-experts (SMEs).

a. The Deputy Chief of Staff, G1, Central Program Operations Division, ACTEDS Management Branch, provides overall policy and direction for this ACTEDS Plan, and will:

- (1) Provide overall program management, guidance, direction, and approval.
- (2) Provide funding support for selected ACTEDS Core Leader Development training.
- (3) Provide assistance to the FC, the FCR, and APPD in implementing this ACTEDS Plan.

b. Functional Chief Representative. The FCR will have operational responsibility for the administration of the Dental Laboratory Technician occupational series. These responsibilities include:

- (1) Assisting APPD in preparation of career management regulations by providing advice on career patterns, identifying KSAs required for specific job categories, identifying training and development needs, and recommending functional courses and equivalencies for the enhancement of the employee.
- (2) Selecting SMEs to participate in job analysis and establishing evaluation criteria.
- (3) Monitoring affirmative action goals and equal employment opportunity (EEO) progress.
- (4) Assisting TSG in estimating Army-wide Dental Laboratory Technician training needs and ensuring the Master Training Plan (MTP) is adequate.

c. Major Army Command (MACOM) Commanders will:

(1) Ensure identification and funding, within activities' resources, of non-ACTEDS career field (CF) training needs (such as training to meet MACOM and individual mission requirements).

(2) Assure career management is evaluated and follow-up actions are taken to support quality staffing, employee communications, Affirmative Employment Program (AEP) and EEO objectives, and ACTEDS training, education, and development requirements.

(3) Establish leadership and direction in the AEP aspects of career management; identify situations within the MACOM where EEO progress is inadequate and initiate corrective action.

d. Activity/Installation Commanders will:

(1) Obtain and provide funding, within activity/installation resources, to attain ACTEDS Plan objectives. (Note: Funding may not always be available for all specified training and education at specific grade levels.)

(2) Support developmental assignments/reassignments and formal training of participants.

e. The senior Dental Officer at each Dental Clinic/DENTAC/Dental Laboratory will inform the FCR of:

(1) Planned career input requirements,

(2) Budget needs,

(3) Distribution of funds,

(4) Management of career track opportunities and spaces, and

(5) Registration/continuing education maintenance requirements.

f. The supervisor will:

(1) Prepare, in concert with the employee, and approve Individual Development Plans (IDPs) for employees participating in this Plan. Additional information on IDPs is included in paragraph 10 of this document.

(2) Identify and coordinate developmental assignments utilizing career paths.

(3) Release employees for identified ACTEDS Plan training and development opportunities (mission permitting).

(4) Ensure employees possess, or are provided opportunities to obtain, required competencies.

(5) Perform ongoing evaluation of employee career progression.

g. Each employee is responsible for assisting management in establishing their IDP and demonstrating the interest, enthusiasm, and initiative required to achieve the stated objectives.

**6. Mentoring.** Mentors are senior careerists, managers, or commanders who not only personally become involved in the development of personnel within their organizations but also influence decisions to establish programs, commit resources, and make assignments that make career development happen. Mentoring is most successful when the person being mentored is mobile and can take advantage of the widest range of opportunities. Using the ACTEDS Plan as a base, mentors will facilitate training and career-broadening opportunities, help personnel assess their potential, and actively guide them through the appropriate career-area progression pattern. Mentoring for Civilian Members of the Force, DA Pamphlet 690-46 ([http://www.usapa.army.mil/pdffiles/p690\\_46.pdf](http://www.usapa.army.mil/pdffiles/p690_46.pdf)), is a recommended reference for mentors and personnel being mentored.

**7. Career Ladder.** The career ladder (Appendix A) illustrates the typical pattern of progression from entry level to an advanced level in the GS-0683 series. Grades are subject to the scope of responsibilities of the position and may vary among DENTACS/Dental Clinics. Individuals employed in the Dental Laboratory Technician series should be guided by the qualification standards established by OPM. The career ladder shown in this ACTEDS Plan assumes that individuals employed at various grade levels have met the minimum requisite qualifications in this classification series.

## **8. Training Competencies.** (Appendix B)

a. Competencies shown at Appendix B are the applicable KSAs for Dental Laboratory Technicians in the performance of their assigned duties. Supervisors have the responsibility for the career management of their employees; therefore, they must ensure that employees under their supervision possess, or are provided opportunities to obtain the required KSAs through formal and on-the-job training (OJT).

b. Equivalency credit may be granted for formal courses or OJT received from sources other than those listed in the MTP (Appendix C). Applications for equivalency credit (Appendix G) should be submitted through the supervisor to the FCR for evaluation.

**9. Master Training Plan (MTP).** (Appendix C) Employees enter the Dental Laboratory Technician occupational series at various levels with varying degrees of preparation, capability, and potential for growth. For this reason, training identified for an employee should be based on what formal training and OJT the individual brings to the job in comparison to that required for advancement as outlined in this ACTEDS Plan. Consideration should be given to any documented prior experience and training.

a. Universal Training. Universal training requirements provide standardized KSAs across the occupational series to all employees who have similar duties and responsibilities. Universal training requirements are prioritized to assist commanders in planning and programming for training funds. Universal training priorities are as follows:

(1) Priority I (U1) - Mandatory training that is typically a condition of employment, must be successfully completed within a specified time period, and meets one or more of the following criteria: (a) employee must have for acceptable performance; (b) training is essential for mission accomplishment; (c) training is mandated by higher authority (law or DOD) or is required for health, certification, or safety reasons.

(2) Priority II (U2) - Training that should be successfully completed within a specified time period, but may be delayed if funding is not available, and should meet one or both of the following criteria: (a) employee should have for maximum proficiency, and (b) training improves the quality of mission accomplishment.

(3) Priority III (U3) – Training that should be funded after Priority I and II requirements and should meet one or both of the following: (a) provides or enhances KSAs needed on the job and (b) leads to improvement of mission accomplishment.

b. Self-Development. In addition to the training outlined in the MTP, employees at all levels are encouraged to undertake individual projects such as a professional reading program, correspondence courses, study and research, technical papers, presentations, membership in professional organizations, or leadership roles in the community. These opportunities will increase their knowledge, improve competence in their area of interest, and offset any limitations identified in the career planning process. This is a voluntary effort initiated and conducted by the employee. Active interest in self-development generally indicates that an employee has a strong desire to achieve or exceed planned career goals. Employees will be encouraged to take advantage of: (1) DENCOM or MTF sponsored educational levels; (2) available Army and other professionally relevant correspondence courses; (3) opportunities for study at nearby colleges or universities; (4) planning, reading, and discussion of emerging developments in the various aspects of Dental Laboratory Technology; and (5) seminars, workshops, teleconferences, videos, and meetings sponsored by professional organizations. Employees are encouraged to gain certification in one of the areas listed in Appendix F.

c. The ideal training program provides the opportunity for every employee to advance to the highest level of his/her capability. The most effective training and development activity for any Army civilian career employee will result from an appraisal/counseling interview which: (1) identifies training requirements, (2) systematically schedules the training needed to meet the requirements, and (3) takes greatest advantage of work situations and operating problems for OJT development purposes.

d. Development and rating methods of civilian employees are outlined and reported through AR 690-400, Chapter 430, the Total Army Performance Evaluation System (TAPES) ([http://www.usapa.army.mil/pdffiles/r690\\_400.pdf](http://www.usapa.army.mil/pdffiles/r690_400.pdf)). The rater/supervisor, with



the ratee's input, during counseling sessions, will assist the ratee in identifying the required training and/or professional development objectives. Once identified, the training or developmental activities are recorded on the employee's Base System Civilian Performance Counseling Checklist/Record (DA Form 7223-1).

e. When an employee has completed a required phase of training, it must be documented by the supervisor. The completed training will be noted in the IDP and TAPES, and then filed in the employee's official personnel folder. Employees who demonstrate the ability to effectively handle increasingly complex assignments become more competitive for developmental assignments and advancement.

f. Advancement to higher-grade levels can be pursued through additional education or on-the-job training.

g. Training Levels.

(1) Entry-level civilian workplace opportunities. At this level, the new employee generally requires OJT experience and technical training. Emphasis will be placed on training in: (a) use of dental laboratory materials, (b) use of laboratory equipment, (c) use of precision instruments, (d) construction of dental prosthetic appliances, (e) military organization/structure, (d) military policy, and (e) military terminology. Typical assignments at the GS-04 trainee level are routine and standardized. More common materials and standard techniques are used for routine dental appliances and fixing of broken or damaged appliances. The GS-04 level requires attention to close tolerances. Approaching the full-performance GS-05 level, the work involves assignments that are more complicated, the use of more materials, a higher degree of precision and a higher level of knowledge and techniques. Duties are performed under the supervision of a Supervisory Dental Laboratory Technician and/or Dental Laboratory Officer. Participation in professional group activities is encouraged.

(2) Typical assignments at the GS-06/07/08 include: Performs dental laboratory technical work to construct, modify and/or repair fixed, removable and implant dental prostheses such as crowns, fixed partial dentures, removable partial dentures, full dentures or implant prostheses. The dental laboratory technician interprets prescriptions and works with the dental officer to provide dental prostheses for patients having dental abnormalities ranging from routine to acute. The primary difference between these grades is the level of supervision required.

(3) Supervisory Level Training. There are Supervisory Dental Laboratory Technicians positions at the GS-09/11 level within the AMEDD. At this level, the primary focus is to increase the technical knowledge and skill of the employee. Secondly, emphasis will be on management and human relations skills, including training for personnel selected to fill supervisory positions. Work assignments are selected to add to the depth and breadth of their technical competence. Attendance and completion of upper education programs, speaking and writing activities, and participation in professional group activities are encouraged.

**10. Individual Development Plan (IDP).** An IDP (Appendix H) is a written schedule or action plan to help individuals reach career goals within the context of organizational objectives. It is intended to move employees from where they are to where they want to be. The plan is developed to establish a written document that identifies required training, provides order, maintains focus, and tracks progress of the activities outlined with the intent of aiding an employee in accomplishing their career goals.

a. The employee should initiate the IDP process. The employee establishes goals and objectives with input from the supervisor. Both should discuss the plan and reach agreement on the employee's developmental plan for accomplishing their goals and objectives. The IDP's goals relate the individual's career interests and needs to organizational priorities. The most common goals of an IDP are to:

- (1) Learn new skills to improve current job performance.
- (2) Maximize current performance in support of organizational requirements.
- (3) Increase interest, provide challenge, and improve satisfaction in current position.
- (4) Obtain necessary knowledge, skills, and abilities to advance in current occupational series.
- (5) Use acquired competencies to make the employee highly competitive for career advancement.

b. While the supervisor and the employee have joint responsibility for developing and executing an employee's IDP, the responsibility of ensuring accomplishment of the activities or experiences that support the plan's objectives is the sole responsibility of the employee.

c. When both employee and supervisor are in agreement with the plan, they sign and date the IDP. Once the initial IDP form is completed, it may be reviewed to coincide with the TAPES review process. The IDP should be jointly assessed at least semi-annually (to coincide with the mid-point performance review) and adjusted as needed, based on adequacy and practicality of the plan.

## **11. Recruitment Strategies and Sources.**

a. Recruitment Strategies.

(1) The planned recruitment of highly qualified or high potential personnel is essential to the development and maintenance of an effective Dental Laboratory Technician program.

(2) Recruitment should be related to replacement needs projected on the basis of expected losses and planned expansions.

(3) Recruitment and selection practices are designed to obtain the best-qualified candidate for available positions.

(4) Recruitment brochures/literature, advertising, or other appropriate and authorized publicity measures should be employed to support recruitment actions.

(5) Supervisors should align their recruitment and hiring practices with the ACTEDS career ladder and ensure the appropriate requirements are stated as selective placement factors in the job announcement.

b. Recruitment Sources include, but are not limited to:

(1) Internal recruitment sources (current DA employees). Procedures of the Merit Promotion Program and appropriate labor agreements will apply in considering candidates who are current DA employees.

(2) External recruitment sources.

(a) Reinstatement, re-employed annuitants, transfers from other federal agencies (to grades no higher than the grade previously held).

(b) Veterans Recruitment Authority (VRA).

(c) Candidates from an OPM register, a register established under delegated examining authority, or direct hire authority.

(d) Special placement assistance programs such as the DOD Priority Placement Program (PPP).

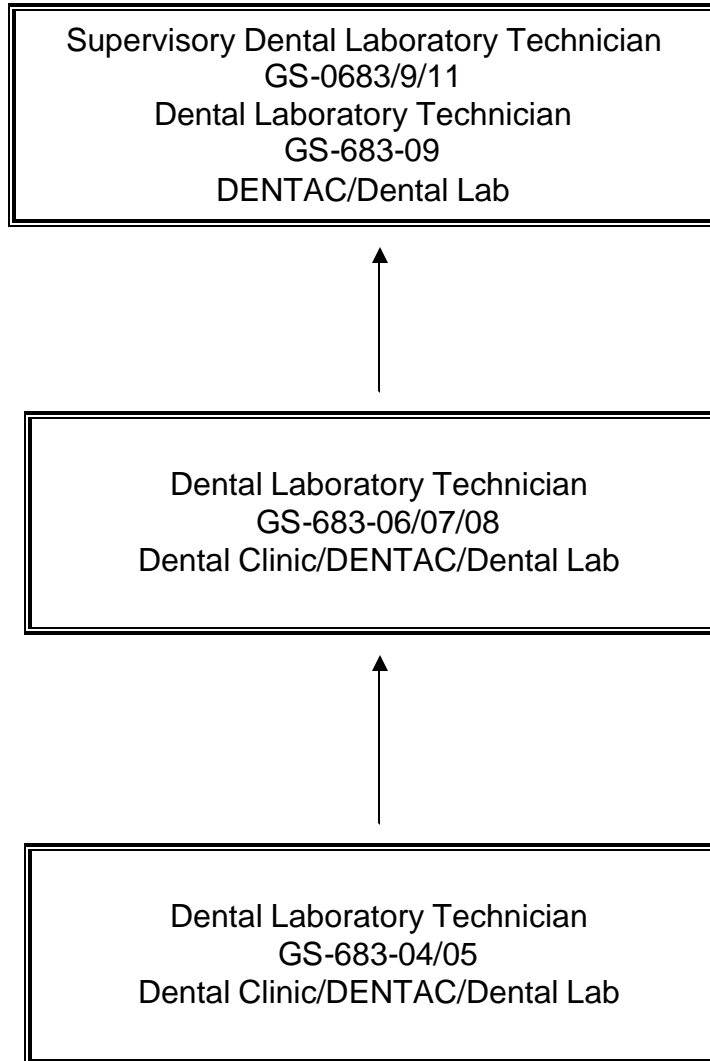
(e) Community college and technical school recruitment programs as well as recruitment at job fairs.

**12. Mobility Requirements.** Mobility is defined as geographic, organizational, or functional movement—either within Continental United States (CONUS) or Outside Continental United States (OCONUS). While many employees can achieve their career objectives in one geographical area, mobility is often a factor in achieving goals. Relocation may increase chances of acquiring broad-based management experience necessary for advanced level vacancies.

**13. Affirmative Action/Equal Employment Opportunity.** Training and development opportunities for career field participants covered by this Plan will be provided without regard to race, color, sex, religion, national origin, non-disqualifying disabilities, or age.

**14. Summary of Change.** This is the initial publication of this ACTEDS Plan.

**APPENDIX A  
CAREER LADDER  
DENTAL LABORATORY TECHNICIAN**



**APPENDIX B**  
**TRAINING COMPETENCIES**  
**DENTAL LABORATORY TECHNICIAN**

**Clinical**

1. Ability to initiate and perform cardio-pulmonary resuscitation of adults and children and assist in other emergencies.
2. Knowledge of infection control guidelines and regulations, aseptic techniques for prevention of infections, and use of steam autoclave to sterilize supplies, instruments, etc. in order to prevent infection.
3. Knowledge of normal and abnormal oral anatomy and dentition in order to identify the undercuts and teeth to be used for retention and set up and contour artificial teeth of full and partial dentures when such work is complicated by acute abnormalities.
4. Knowledge of all dental materials and their manipulation in order to survey, interpret designs, and fabricate fixed, semi-fixed or removable partial dentures for cases that involve such abnormalities as acute malocclusion or other dental conditions.
5. Skill in utilizing dental laboratory equipment such as dental lathes, hand instruments, hand pieces, engines, furnaces, casting machines, oxygen/gas torches, blast cleaners, presses, flasks, and other related equipment in order to fabricate acrylic splint, porcelain crowns, and contour artificial teeth.
6. Ability to interpret and follow the dentist's prescription sufficient to independently resolve the majority of problems arising from work.
7. Ability to maintain appropriate log books and records in order to ensure that cases are not lost or mistreated.
8. Ability to ensure equipment maintenance is scheduled on a routine basis to ensure equipment is available for use.
9. Ability to maintain inventory of needed supplies and order replacements, as necessary, in order to preclude shortages.
10. Knowledge of hazard communication (HAZCOM) and safety requirements in order to immediately report unsafe conditions or acts.
11. Ability to manage utilization of precious metals used in the fabrication of cast dental prosthesis in order to maintain strict accounting procedures.

## **Communication (Oral/Written) / Coordination**

- 12. Skill in interpersonal and small group communications in order to gather and exchange information.
- 13. Knowledge of and skill in professional and business writing in order to effectively convey information.

## **Management/Supervision**

- 14. Knowledge of personnel management policies and procedures in order to assign and review work; plan work to be accomplished by subordinates; hear and resolve minor complaints; set project completion dates; recommend promotions, awards, and disciplinary actions; schedule and approve leave; and approve job descriptions, etc.
- 15. Knowledge of individual and group behavior in order to enhance the development of individual and group responsibility within the organization.
- 16. Knowledge of collective bargaining and ability to recognize and implement fair labor practices in order to protect the rights of employees as well as management.
- 17. Ability to employ techniques such as negotiation, mediation, and active listening in order to resolve conflicts.

## **Computers**

- 18. Knowledge of and ability to use computer programs and office automation applications (i.e., spreadsheets, graphics, database management, electronic communications and systems) in order to create, process, and retrieve a variety of information.
- 19. Knowledge of data security techniques (manual and computer automated) in order to ensure security of data.

## **Ethics/Health Insurance Portability and Accountability Act of 1996**

- 20. Knowledge of legal requirements (federal and state) for confidentiality of patient data in order to ensure confidentiality of records.

## **Education**

- 21. Ability to train newly assigned dental laboratory personnel and prosthodontic residents in order to promote the technical growth and development of personnel.
- 22. Ability to maintain a current knowledge regarding new dental laboratory principles and technology in order to maintain competence and certification by attending continuing education and professional development programs.

# **APPENDIX C** **MASTER TRAINING PLAN MATRIX FOR DENTAL LABORATORY TECHNICIAN**

Page 1 of 4

Course Number	Course Title Source Type of Training Course Length	Priority/Target Audience			Training Competencies
		GS-04/05	GS-06/07/08	GS-09/11	
1	Basic Life Support Local Installation FC Length Varies	U1*	U1*	U1*	1
2	Infection Control: TB/HIV Training Local Installation/SWANK FC Length Varies	U1*	U1*	U1*	2
3	Bloodborne Pathogen Training OSHA/Local/Swank FC/CC/OL Length Varies	U1*	U1*	U1*	2
4	Organization and Functions of the Army Medical Department AMEDDC&S CC/OL Length Varies			U2 SUP	12,13,14,15,16,17,18,19
5	Dental Morphology Community College/Technical College FC Length Varies	U2	U1	U1	3,6
6	Nonmetallic Dental Materials Community College/Technical College FC Length Varies	U2	U1	U1	2,4,5
7	Complete Dentures Community College/Technical College FC Length Varies	U2	U1**	U1**	2,3,4,5,6,7,10,12,20
8	Dental Laboratory I Community College/Technical College FC Length Varies	U1	U1	U1	3,4,5,6,7,10,11
9	Partial Denture Construction Community College/Technical College FC Length Varies	U2**	U1**	U1**	2,3,4,5,6,7,10,11,12,20
10	Orthodontics and Maxillofacial Construction Community College/Technical College FC Length Varies	U2**	U1**	U1**	2,3,4,5,6,7,10,12,20

LEGEND: CC/OL = CORRESPONDENCE COURSE/ON-LINE  
FC = FORMAL COURSE  
OJT = ON-THE-JOB TRAINING

U1 = UNIVERSAL PRIORITY I  
U2 = UNIVERSAL PRIORITY II  
U3 = UNIVERSAL PRIORITY III

SUP = SUPERVISOR ONLY  
C = COMPETITIVE

\* = Recurring Requirement  
\*\* = According to Individual Job Requirement

## APPENDIX C

### MASTER TRAINING PLAN MATRIX FOR DENTAL LABORATORY TECHNICIAN

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Course Number	Course Title Source Type of Training Course Length	Priority/Target Audience			Training Competencies
		GS-04/05	GS-06/07/08	GS-09/11	
11	Laboratory Management Community College/Technical College FC Length Varies		U3**	U1**	1,2,3,4,5,6,7,8,9,10, 11,12,13,14,15,16,17, 18,19,20
12	Dental Laboratory II Community College/Technical College FC Length Varies		U2**	U2**	2,3,4,5,6,7,10,11
13	Dental Metallurgy I Community College/Technical College FC Length Varies	U2**	U1**	U1**	4,5,10,11,18,22
14	Fixed Bridgework Community College/Technical College FC Length Varies	U2**	U1**	U1**	2,3,4,5,6,7,10,11,20, 22
15	Dental Laboratory III Community College/Technical College FC Length Varies	U2	U2**	U1**	2,3,4,6,7,10,11,20,22
16	Dental Ceramics Community College/Technical College FC Length Varies		U2**	U1**	3,4,5,6,7,8,9,10,11, 12,18,20,22
17	Advanced Dental Laboratory Technology Community College/Technical College FC Length Varies		U2**	U1**	2,3,4,5,6,7,8,9,10,11, 12,18,20,22
18	Dental Technician Certification FC Professional Association Length Varies	U3*	U2* **	U1* **	2,3,4,5,6,7,10,11,18, 22
19	Intermediate Orthodontic Fixed Appliance Fabrication Local/Inst. / University Based FC / OJT Length Varies	U3**	U2**	U1**	2,3,4,5,6,7,10,11,12, 19,20
20	Advanced Orthodontic Appliance Fabrication Local Inst. / University Based FC/OJT Length Varies	U3**	U2**	U1**	2,3,4,5,6,7,10,11,12, 19,20

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U3 = UNIVERSAL PRIORITY III

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## APPENDIX C

### MASTER TRAINING PLAN MATRIX FOR DENTAL LABORATORY TECHNICIAN

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Course Number	Course Title Source Type of Training Course Length	Priority/Target Audience			Training Competencies
		GS-04/05	GS-06/07/08	GS-09/11	
21	PTC Skill Learning System for Wax & Metal Local/Inst. FC/OJT Length Varies	U3**	U2**	U1**	2,3,4,5,6,7,9,10,11,12,20
22	PTC Skill Learning System Porcelain Local/Inst FC/OJT Length Varies	U3**	U2**	U1**	2,3,4,5,6,7,9,10,11,12,20
23	Basic Computer Courses (MS Word, Excel, PowerPoint, etc.) Local/Installation FC/CC/OL Length Varies	U3**	U2**	U2**	12,13,18,19
24	Effective Army Writing AMEDDC&S CC/OL Length Varies		U2**	U2**	12,13,14,18,19
25	Instructor Training Course/Effective Briefing Course AMEDDC&S/USDA FC 80 Hours/24 Hours		U3**	U2**	12,13,14,15,16,17,18,19,21
26	HIPAA Training Local Installation/SWANK FC/On-Line Length Varies	U2*	U1*	U1*	12,13,14,15,18,20
27	Health Care Ethics I AMEDDC&S/Local CC/OL Length Varies	U2*	U2*	U2	12,13,14,15,17,18,20
28	Health Care Ethics II AMEDDC&S CC/OL Length Varies	U2**	U2**	U2**	12,13,14,15,16,17,18,19,20
29	Listening and Memory Development USDA FC 16 Hours	U3	U3	U3	12,13
30	Various Swank On-Line Courses CC/OL Swank Length Varies	U3	U3	U3	VARIES DEPENDENT ON COURSE SELECTED

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U1 = UNIVERSAL PRIORITY I  
U2 = UNIVERSAL PRIORITY II  
U3 = UNIVERSAL PRIORITY III

SUP = SUPERVISOR ONLY  
C = COMPETITIVE

\* = Recurring Requirement  
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# **APPENDIX C** **MASTER TRAINING PLAN MATRIX FOR DENTAL LABORATORY TECHNICIAN**

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Course Number	Course Title Source Type of Training Course Length	Priority/Target Audience			Training Competencies
		GS-04/05	GS-06/07/08	GS-09/11	
31	Action Officer Development Course (AODC) AIPD CC/OL Length Varies			U2**	12,13,14,15,16,17,18,19,20
32	Supervisor Development Course / Human Resources for Supervisors AIPD/Local CPAC CC/OL/FC Length Varies/40 Hours			U1** SUP	12,13,14,15,16,17,18,19,20
33	Leadership Education and Development (LEAD) Course Local CPAC FC 40 Hours			U1** SUP	12,13,14,15,16,17,18,19,20
34	Associate of Applied Science Degree in Dental Technology Community College FC Length Varies			U3**	1,2,3,4,5,6,7,8,9,10,11,12,18,20,21
35	Bachelor of Science Degree in Dental Lab Sciences University-Based FC Length Varies			U3**	1,2,3,4,5,6,7,8,9,10,11,12,18,20,21,22

LEGEND: CC/OL = CORRESPONDENCE COURSE/ON-LINE  
FC = FORMAL COURSE  
OJT = ON-THE-JOB TRAINING

U1 = UNIVERSAL PRIORITY I  
U2 = UNIVERSAL PRIORITY II  
U3 = UNIVERSAL PRIORITY III

SUP = SUPERVISOR ONLY  
C = COMPETITIVE

\* = Recurring Requirement  
\*\* = According to Individual Job Requirement

**APPENDIX D**  
**MASTER TRAINING PLAN COURSE DESCRIPTIONS**  
**DENTAL LABORATORY TECHNICIAN**

1. **Basic Life Support (BLS) Course.** Provides certification in Cardiopulmonary Resuscitation (CPR), a recurring requirement. (Source: Local) (Length Varies)
2. **Infection Control: Tuberculosis (TB)/Human Immunodeficiency Virus (HIV) Training.** Provides information on TB and HIV patient management to ensure compliance with OSHA health and safety requirements. (Source: Local Installation/SWANK/Professional Organization) (Length Varies)
3. **Bloodborne Pathogen Training.** Provides guidance on program management in accordance with OSHA law mandated in 29 CFR 1910.130. Includes subjects such as: identifying scope of the Act, developing exposure control plans, identifying infectious materials, methods of compliance, Hepatitis B vaccinations, research laboratories, hazard communication, information/ training, and record keeping. (Source: Local Installation/ SWANK) (Length Varies)
4. **Organization and Functions of the Army Medical Department.** (MD0004)  
Mission and composition of the AMEDD; organization of medical centers and medical department activities, and the histories and functions of the six officer medical corps. Additional information is available at:  
[http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350\\_59/head.asp](http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350_59/head.asp) (Source: AMEDDC&S) (Length Varies)
5. **Dental Morphology.** Development and structure of teeth and construction of dentures. Includes configuration of hard and soft areas of the jaws, as related to denture construction. Emphasis on principles in tooth design and balanced occlusion with regard to normal and abnormal ridge relationship. Plaster sculpture is used in the production of a full complement of anatomical teeth. (Source: Community College/Technical College) (Length Varies)
6. **Nonmetallic Dental Materials.** Principles of chemistry and physics as related to dental materials. Includes review of such products as gypsum materials, plastic, and elastic duplicating materials, denture base materials, acrylic resin teeth, dental waxes, separating media and dental porcelain. (Source: Community College/Technical College) (Length Varies)
7. **Complete Dentures.** Complete examination of the relationship between upper and lower dentures as interpreted on a functional articulator. Includes casting of models, trays, bite blocks, setting up dentures in balanced occlusion, investing, packing, curing, and finishing of dentures. (Source: Community College/Technical College) (Length Varies)

8. **Dental Laboratory I.** Chemistry and metallurgy of dental alloys, the compositions of plating solutions, and principles of electroplating. Includes use of cast gold alloys, abnormal castings, base metal casting alloys, metallographic techniques, and wrought metal bars and clasps. A full complement of teeth is sculptured from wax ivory blocks and set up to occlusion. Upper and lower partial frame structures are constructed in cast chromium-cobalt alloy. (Source: Community College/Technical College) (Length Varies)

9. **Partial Denture Construction.** Construction of partial dentures and appliances. Includes wrought metal lingual bars and clasps; investing and soldering techniques of bilateral appliances; processing partial dentures in acrylic in three techniques; fabrication of dies of inlays and abutments; and repair and relining of dentures. (Source: Community College/Technical College) (Length Varies)

10. **Orthodontics and Maxillofacial Construction.** Construction and theory of simple orthodontic and maxillofacial appliances. Includes construction utilizing wrought wire as retentive devices and the processing of acrylic to form final appliances. (Source: Community College/Technical College) (Length Varies)

11. **Laboratory Management.** Examination of the principles of dental laboratory management. Includes legal, ethical, and historical aspects of the dental laboratory, infection control, principles of management, and computer usage in the dental laboratory. (Source: Community College/Technical College) (Length Varies)

12. **Dental Laboratory II.** Principles of fixed bridgework, abutments, inlays and crowns. Includes theory of spanning spaces with various types of artificial teeth in complete fixed and cantilever bridgework; importance of stress, function and aesthetics in the design of fixed bridgework; handling of wax patterns, investments, casting techniques and making dies from impressions; and techniques in waxing, investing, casting inlays, three-quarter crown, full crown and veneers. Tooth carving techniques taught in previous semester are used. (Source: Community College/Technical College) (Length Varies)

13. **Dental Metallurgy I.** Examination of metals currently used by the dental technician. Includes physical properties of metals, crystal structure, manufacturing processes, theory of alloys, soldering, casting investments, and heat treatment of gold alloys. (Source: Community College/Technical College) (Length Varies)

14. **Fixed Bridgework.** Construction of fixed bridgework. Includes waxing, investing and finishing simple and complex inlays, full crowns, veneers and three-quarter crowns; and construction of bridges of various designs utilizing dental alloys. (Source: Community College/Technical College) (Length Varies)

15. **Dental Laboratory III.** Principles of surveying, design of cast partials and technical applications of metallurgy and engineering principles. Includes composition and

physical properties of gold and chromium-cobalt alloys and their working qualities. Also includes designs and principles used in the construction of removable bridgework. (Source: Community College/Technical College) (Length Varies)

**16. Dental Ceramics.** Skill development in porcelain and porcelain-on-metal techniques. Includes composition and physical properties, as well as the fundamentals of manipulating porcelain and metal. Emphasis on low- and high-fusing porcelains, their vitrification, control of form, control of color, design of metal structure and application of stain and glaze. (Source: Community College/Technical College) (Length Varies)

**17. Advanced Dental Laboratory Technology.** Application of dental laboratory techniques. Includes complete dentures, partial dentures, crown and bridgework, dental ceramics, orthodontics, and maxillofacial appliances. (Source: Community College/Technical College) (Length Varies)

**18. Dental Technician Certification.** The National Board for Certification, an independent board established by the National Association of Dental Laboratories, offers voluntary certification in dental laboratory technology. Certification can be obtained in five specialty areas: Crowns and bridges, ceramics, partial dentures, complete dentures, and orthodontic appliances. (Source: Professional Association) (Length Varies)

**19. Intermediate Orthodontic Fixed Appliance Fabrication.** Principles of soldering techniques, wire bending and resin application techniques for the intermediate fixed appliances. This course is designed for the experienced technicians only. (Source: Technical College/Local Installation)

**20. Advanced Orthodontic Appliance Fabrication.** Technicians refine/develop advanced skills in soldering /resin/tooth movement that enable fabrication of advanced fixed/removable expansion appliances. (Source: Technical College/Local installation) (Length Varies)

**21. Productivity Training Corporation (PTC) Skill Learning System Introduction.** An introduction to simplifying posterior dental anatomy. Introduction to metal design and fabrication. Application of waxing techniques/metal design techniques and proper use of anatomical terms. (Source: Technical College, Local/Installation) (Length Varies)

**22. PTC Skill Learning System Skill Development.** Skill development in Porcelain to include anterior bridges, control of color in dental ceramics, and application of stain and glaze to further enhance characterization. (Source: Technical College, Local/Installation). (Length Varies)

**23. Basic Computer Courses (MS Word, Excel, PowerPoint, etc.).** Courses in a variety of software applications to enable employee to efficiently manipulate data. (Source: Local/Installation) (Length Varies)

24. **Effective Army Writing** (IS1460). A study of the principles, procedures, and practice of staff writing as well as introduction to a professional reading program. Additional information is available at:

[http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350\\_59/head.asp](http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350_59/head.asp) (Source: AMEDDC&S) (Length Varies)

25. **Instructor Training Course (Formerly Faculty Development Course)/Effective Briefing Course**. Emphasis is placed on communication skills, audio-visual support, writing lesson plans, writing objectives, and writing test items. Additional information for the Instructor Training Course is available at:

<https://www.atrrs.army.mil/atrrsc/courseinfo.asp?fy=2003&sch=081&crs=5K%2DF3%2F520%2DF3&crstitle=INSTR+UCTOR+TRAINING+COURSE&phase=>. Additional information for the Effective Briefing Course is available at: <http://www.grad.usda.gov> (Source: AMEDDC&S/USDA) (80 Hours/24 Hours)

26. **Health Insurance Portability and Accountability Act of 1996 (HIPAA) Training**.

Explains HIPAA, covered entities, covered information, and the employee's responsibility for maintaining privacy and security of healthcare related information. (Source: Local Installation/Swank) (Length Varies)

27. **Health Care Ethics I** (MD0066). Ethically and legally appropriate behavior of health care professionals, the role of ethics in healthcare, legal doctrines that affect healthcare; tort law, negligence, and patient consent. Additional information is available at: [http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350\\_59/head.asp](http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350_59/head.asp) (Source: AMEDDC&S/Local)(Length Varies)

28. **Health Care Ethics II** (MD0067). Ethically and legally appropriate behavior of health care professionals, patient refusal of treatment, medical records, and the scope of medical practice. Additional information is available at:

[http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350\\_59/head.asp](http://docs.usapa.belvoir.army.mil/jw2/xmldemo/p350_59/head.asp) (Source: AMEDDC&S/Local) (Length Varies)

29. **Listening and Memory Development**. Through lectures, practical exercises and discussions, the students learn to: use practical techniques for improving listening skills, recognize and overcome barriers to effective listening, organize information transmitted orally by applying the principles of effective listening, and remember names, faces, facts, figures, and ideas more readily and accurately. Additional information is available at: <http://www.grad.usda.gov/> (Source: U.S. Department of Agriculture (USDA)) (Length: 16 Hours)

30. **Various Swank On-Line Courses**. Swank HealthCare is centrally funded and offers on-line courses at no cost to military and federal civilian employees. Swank HealthCare offers a variety of useful continuing education courses. Additional information is available at: <http://www.swankhealth.com/default.aspx>. (Source: Swank) (Length Varies)

**31. Action Officer Development Course (AODC).** Prepares students for staff work with training that is similar to what is offered to military officers at the Combined Arms and Services Staff School, Center for Army Leadership. An action officer is a staff member with subject matter expertise who "works actions" on behalf of senior staff officers or commanders. The term "action officer" does not refer to a duty position. This course describes "staff work" as it is generally practiced Army-wide. The AODC covers organization and management; conducting completed staff work; managing time and priorities; conducting meetings and interviews; solving problems and making decisions; communications; writing to the Army Standard; coordinating; conducting briefings; and ethics. Other employees interested in developing their action officer skills may also enroll. Additional information is available at:

<http://cpol.army.mil/library/train/catalog/ch01aodc.html> (Source: Army Institute of Professional Development (AIPD)) (Length Varies)

**32. Supervisor Development Course (ST5001/ST5002)/Human Resources for Supervisors.** Presents first time supervisory personnel with the basic knowledge of civilian personnel administration procedures and techniques. This is a mandatory course that must be completed within twelve (12) months of assignment as supervisor to civilian personnel. Supervisors must complete the correspondence course before enrolling in the LEAD course. The course may be completed by correspondence course or by attendance at a local CPAC training course. Additional information for the correspondence course is available at:

[http://www.cpol.army.mil/train/courses/st5001/st5001\\_top.htm](http://www.cpol.army.mil/train/courses/st5001/st5001_top.htm) (Source: AIPD/Local CPAC) (Length Varies/40 Hours)

**33. Leadership Education and Development (LEAD) Course.** The target audience is new military and civilian supervisors of civilian employees. Develops and hones leadership skills of supervisors. Focuses on situational leadership, motivation, communication, performance counseling, conflict management, team building, problem solving, values and ethics, and systems theory. Supervisors must complete the Supervisor Development Course before enrolling in this course. This course is locally funded. Additional information is available at:

<http://cpol.army.mil/library/train/catalog/ch01lead.html> (Source: Local CPAC) (Length: 40 Hours)

**34. Associate of Applied Science Degree in Dental Technology.** Completion of an Associate Degree in Dental Technology. A list of accredited higher education sources offering degrees is located at Appendix E. (Source: Community College) (Length Varies)

**35. Bachelor of Science Degree in Dental Lab Sciences.** Completion of Bachelor Degree in Dental Lab Sciences. A list of accredited higher education sources offering degrees is located at Appendix E. (Source: College or University) (Length Varies)

**APPENDIX E**  
**HIGHER EDUCATION SOURCES**  
**DENTAL LABORATORY TECHNICIAN**

The National Board for Certification in Dental Laboratory Technology\* offers information on Accredited Dental Laboratory Technology Education Programs as well as continuing education courses. Additional information is available at: <http://www.nbccert.org/>

\* The National Board for Certification in Dental Laboratory Technology has approved use of the link to their website.



**APPENDIX F  
CERTIFICATION  
DENTAL LABORATORY TECHNICIAN**

CERTIFICATION	ACRONYM	CERTIFYING ORGANIZATION
Certified Dental Technician	CDT	National Board for Certification in Dental Laboratory Technology*
Registered Graduate	RG	National Board for Certification in Dental Laboratory Technology

\*The National Board for Certification in Dental Laboratory Technology has approved use of the link to their website.

## **APPENDIX G GLOSSARY**

<u>ACRONYM</u>	<u>DEFINITION</u>
ACTEDS	- Army Civilian Training, Education and Development System
AEP	- Affirmative Employment Program
AIPD	- Army Institute for Professional Development
AMEDD	- Army Medical Department
AMEDDC&S	- Army Medical Department Center and School
AODC	- Action Officer Development Course
CF	- Career Field
CONUS	- Continental United States
DA	- Department of the Army
DENTAC	- Dental Activity
DoD	- Department of Defense
EEO	- Equal Employment Opportunity
FC	- Functional Chief
FCR	- Functional Chief Representative
HAZCOM	- Hazard Communication
HIPAA	- Health Insurance Portability and Accountability Act of 1996
IDP	- Individual Development Plan
KSAs	- Knowledge, Skills, and Abilities
LEAD	- Leadership, Education, and Development
MACOM	- Major Army Command
MEDCOM	- U.S. Army Medical Command
NADL	- National Association of Dental Laboratories
MTP	- Master Training Plan
NBC	- National Board for Certification in Dental Laboratory Technology
OCONUS	- Outside Continental United States
OJT	- On-the-Job Training
OPM	- Office of Personnel Management
OSHA	- Occupational Safety and Health Administration/Act of 1970
PTC	- Productivity Training Corporation
SMEs	- Subject-Matter-Experts
TAPES	- Total Army Performance Evaluation System
TSG	- The Surgeon General of the U.S. Army
U.S.	- United States
USDA	- United States Department of Agriculture

## APPENDIX H

### REQUEST FOR EQUIVALENCY CREDIT

### Instructions for Completing and Handling Request:

- Employee completes Section I, provides input for Section II, and forwards request to supervisor.
- Supervisor reviews Section II and completes Section III. If concurring, forwards request to approving authority. If nonconcurring, returns request to employee.
- Approving authority completes Section IV and returns request to supervisor.

Section I – Employee’s Request for Equivalency Credit		
Name (Last – First – MI)		Career Field/Program Number
Title/Series/Grade	Course Title & Code	Course Provider
Employee’s Signature	Date Signed	Telephone Number and E-mail
Section II – Training Information		
<input type="checkbox"/> Work Experience: (Attach detailed explanation of work assignments. Identify competencies and explain how they were acquired.) <input type="checkbox"/> Formal Education or Training, including Correspondence Study: (Attach transcript(s) and descriptions of course work, to include course title, course level, and grade. Identify competencies and explain how they were acquired.) <input type="checkbox"/> Self-development Activities (Attach detailed explanation. Identify competencies and explain how they were acquired.)		
Section III – Supervisor’s Recommendation		
<input type="checkbox"/> Concur <input type="checkbox"/> Non-concur		
Supervisor’s Name, Title, Organization, and Mailing Address		Telephone Number and E-mail
Supervisor’s Signature		Date Signed
Section IV – Approving Authority’s Decision		
Approving Authority’s Name, Title, Organization, and Mailing Address		Telephone Number and E-mail
Approving Authority’s Signature		Date Signed

## APPENDIX I INDIVIDUAL DEVELOPMENT PLAN

**PRIVACY ACT STATEMENT.** Section 4103 of Title 5 to U.S. Code authorizes collection of this information. This information will be used by staff management personnel and the Civilian Personnel Advisory Center servicing your locality, to plan and/or schedule training and development activities. Collection of your Social Security Number is authorized by Executive Order 9397. Furnishing the information on this form, including your Social Security Number, is voluntary.

Page 1 of 2

NAME:	SSN:	PERIOD COVERED:	CAREER FIELD:			
POSITION TITLE/GRADE:		ORGANIZATION:				
<b>1. DEVELOPMENTAL OBJECTIVES (Skills/Performance Enhancement, Career Development, Etc.)</b>						
a. Short-Term Objectives		b. Long-Term Objectives (3-5 Years)				
1.		1.				
2.		2.				
3.		3.				
4.		4.				
5.		5.				
<b>2. MANDATORY TRAINING FOR ACCREDITATION/CERTIFICATION</b>						
Course Title/Number	Objective Supported	Course Provider	Date Required	Hours	Tuition	Estimated Travel/Per Diem
1.						
2.						
3.						
4.						
5.						
<b>3. UNIVERSAL MANDATORY TRAINING (Priority I)</b>						
Course Title/Number	Priority	Course Provider	Date Required	Hours	Tuition	Estimated Travel/Per Diem
1.						
2.						
3.						
4.						
5.						

**4. UNIVERSAL TRAINING (Priority II AND III)**

Course Title/Number	Objective Supported	Priority	Course Provider	Date Required	Hours	Tuition	Estimated Travel/Per Diem
1.							
2.							
3.							
4.							
5.							

**5. COMPETITIVE PROFESSIONAL DEVELOPMENT**

Type of Assignment	Location	Proposed Dates	Estimated Travel/Per Diem
1.			
2.			
3.			
4.			
5.			

**6. TRAINING OR SELF DEVELOPMENT COMPLETED DURING LAST FY**

Training Course or Developmental Activity	Location	Completion Date	Hours
1.			
2.			
3.			
4.			
5.			

**7. INTERN ON-THE-JOB TRAINING**

Developmental Activity	Location	Proposed/Completion Date	Supervisor Initials	Hours
1.		/		
2.		/		
3.		/		
4.		/		
5.		/		

I certify that I will support the training and/or development outlined in this IDP and will recommend approval of training costs in each FY budget. I have discussed this with the employee for whom this IDP has been prepared and concur with documented training.

Program Manager/Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Functional Chief Representative \_\_\_\_\_ Date \_\_\_\_\_

I have discussed my career goals and the training or development needed to achieve these goals. I have included only goals that I can realistically expect to achieve during the time period specified.

Employee \_\_\_\_\_ Date \_\_\_\_\_

**APPENDIX J**  
**DENTAL LABORATORY TECHNICIAN**  
**CREDITS**

The National Association of Dental Laboratories (NADL) approved use of the link to their website.

The National Board for Certification in Dental Laboratory Technology approved use of the website links in Appendix E, Higher Education Sources, and Appendix F, Certifications.